



Amy G. Rabinowitz  
*Counsel*

October 20, 2003

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
One South Station  
Boston, MA 02110

**Re: D.T.E. 03-20**

Dear Secretary Cottrell:

Massachusetts Electric Company and Nantucket Electric Company (collectively "Companies") respectfully request an additional week, until October 28, 2003, to file the Companies' proposal to refund their 2002 service quality penalties to customers. The Companies are currently endeavoring to determine the best way to refund these penalties and address the Department's goals of concentrating the credit to customers who actually experienced substandard System Average Interruption Duration Index ("SAIDI") or System Average Interruption Frequency Index ("SAIFI") performance and compensating customers who experience substandard service quality. (September 30, 2003 letter order, p. 3) The Companies would greatly appreciate an additional week to continue this analysis and develop a proposal.

Thank you very much for your time and attention to this matter.

Very truly yours,

Amy G. Rabinowitz

cc: Service List